

**DUTY STATEMENT**  
**Student Assistant (IT)**  
**Administrative Operations Unit**  
**Appeals Division**

**Position Description:**

Under the supervision and direction of the Staff Services Manager (SSMI) or Staff Information Systems Analyst (SISA), the incumbent assists in performing a variety of technical duties supporting electronic information processing systems including, but not limited to, providing user support in methods of system use to produce more effective and efficient work; developing and maintaining data guidance procedures; setting up job streams and utility programs; preparing and coordinating processing schedules and changes; installing new software and software upgrades on stand alone microcomputers, printers, fax machines, copiers and with the Appeals Case Tracking System (ACTS); and performing other related duties supporting information systems and the Appeals Division.

**Duties:**

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| 35% | Assist the SISA and provide technical support and to Division staff utilizing automated systems in the work environment. Conduct analyses and troubleshoot problems with computer systems, printers, fax machines, copiers and other related equipment and determine repairs or modifications needed. Restart ACTS when necessary, and back up the system tapes as needed.   |
| 30% | Provide Help Desk support and work closely with the SISA and other Division staff to assist in determining service and installation of equipment and related supplies for computer systems, printers, fax machines, copiers and other related equipment. Call in maintenance and service calls for inoperable equipment and monitors service calls for timely response to avoid significant down time. Install new software, software upgrades and hardware when needed. |
| 25% | Assist with and support the ACTS data management. Modify and update contact information, letters or other ACTS related correspondence, and deletes unrelated or duplicated cases. Generate various types of statistical reports for Division and other Board staff as well as other outside customers. Conduct random checks and run reports to preserve the accuracy of the data. Complete other ACTS related special projects when necessary.                          |
| 10% | Perform physical inventory of equipment and State assets. Reconcile property records and identify new equipment and add to inventory system. Survey obsolete, lost, damaged, and surplus property as required by established rules and regulations and prepare surveys and transfer documentation as needed.   |
| 5%  | Perform other duties as required.  |